

Process Management

The Process Management category examines the key aspects of the organization's process management, including customer-focused design, product and service delivery, key business, and support processes. This category encompasses all key processes and all work units.

Second Self-Assessment

Findings - Process Management

Strengths

- + The USPTO uses several mechanisms to get customer input on needs and expectations for product, service and process changes.
- + The agency has been in the forefront in the application of technological advancements in the (re)design of major business processes.
- + Support organizations conduct both routine and transactional internal customer surveys to identify problems in meeting needs, satisfaction, and improvement initiatives.
- + Several major contracts are managed through a collaborative relationship.

Second Self-Assessment

Findings - Process Management (Con't.)

Opportunities for Improvement

- There is no systematic process for evaluating problem data and results from quality reviews in order to conduct root cause analysis and make corrective process improvements.
- There is no comprehensive process for the continuous improvement of business processes.
- Support organizations do not have a systematic approach for designing and continuously improving processes to meet the business unit's changing requirements.